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DD
10-19-02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of:

Christian HAVLIS et al.

Serial No.: 10/019,064

Filing Date: December 27, 2001

For: PROCESSING A REQUEST TO AN
OPERATOR SERVICE

Examiner: Not yet assigned

Group Art Unit: Not yet assigned

PRELIMINARY AMENDMENT

BOX PCT

Commissioner for Patents
Washington, D.C. 20231

Sir:

Prior to examination on the merits, please amend this application as follows:

In the Claims:

Please cancel claims 1 & 2.

What is claimed is:

3. (Amended) The method as claimed in claim 22, wherein at the beginning of the waiting procedure for the request, an anticipated waiting time is determined and, if it is above a predetermined lower threshold value, the call-back entry is generated, otherwise the request is arranged in sequence in the waiting field.

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4. (Amended) The method as claimed in claim 22, wherein at the beginning of the waiting procedure for the request concerned, an anticipated waiting time is determined and, if